



What is the ASK (Answers for Special Kids) Line?

1-800-322-2588

711/TTY relay

The ASK Line is a part of the Family Health Hotline at WithinReach. Information and Referral Specialists can put you in touch with the local CSHCN program in your community. They can also help connect you with many services available to families of children with special health care needs. Calls are taken Monday-Friday, 8:00 am—5:00 pm. You can also check the website <http://www.ParentHelp123.org> for more information or leave a voice message and a referral specialist will call you back.

The Washington State CSHCN Program works with partners including:

- Local Health Jurisdictions
- Pediatric specialty hospitals
- Managed care plans
- Health Care Authority
- Department of Early Learning, Early Support for Infants and Toddlers
- Superintendent of Public Instruction
- Universities
- Neurodevelopmental Centers
- Maxillofacial teams
- Family support and information organizations
- Medical Home Leadership Network
- Others

How are referrals made?

Referrals can be made by families, schools, medical and service providers, and other concerned persons. If you think your child might benefit from CSHCN services, contact the ASK Line: 1-800-322-2588.

Examples of conditions children with special needs may have:

Asthma, autism spectrum disorder, cancer, cerebral palsy, Down Syndrome, cleft lip and/or palate, cystic fibrosis, attention deficit hyperactivity disorder, prematurity, speech/language delay, sickle cell anemia, diabetes, juvenile arthritis, epilepsy, blindness, hearing loss, gross and/or fine motor delay.

Children with Special Health Care Needs

CSHCN is a program of the Washington State Department of Health. It is funded in part by the U.S. Maternal and Child Health Bureau. Call 1-800-322-2588 for more information. To learn more about the CSHCN program, visit the DOH website at <http://www.doh.wa.gov/YouandYourFamily/InfantsChildrenandTeens/HealthandSafety/ChildrenwithSpecialHealthCareNeeds.aspx>. For persons with disabilities, this document is available on request in other formats. Please call 1-800-525-0127.
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Children with Special Health Care Needs Program

*Promoting culturally
competent, integrated
systems of care for children
and youth with special health
care needs and their families*



**Public Health: Always Working For
A Safer and Healthier Washington**

What is the Children with Special Health Care Needs (CSHCN) Program?

The MISSION of the Washington State CSHCN Program is to promote integrated systems of care that assure the population of children with special health care needs the opportunity to achieve the healthiest life possible and develop to their fullest potential.

At the state level, the CSHCN Program collaborates with families, policy makers, health care providers, agencies and other public-private leaders to:

- Identify and address health system issues that impact this population;
- Find ways to improve and enhance system infrastructure and quality;
- Evaluate and assess programs and services;
- Influence priority setting, planning, and policy development;
- Support parent organizations in developing and distributing health and resource information to families; and
- Support community efforts in assuring the health and well-being of children with special health care needs and their families.

At the local level, you can call a CSHCN Coordinator for information and assistance.

CSHCN Coordinators are usually public health nurses who can:

- Help families access needed services for their child, such as medical care and other interventions.
- Refer families to health insurance programs and information, both private insurance and the state funded Medicaid program.
- Help families help each other through parent support organizations.
- Help with concerns such as feeding, nutrition, growth, development and behavior.
- Provide screening and assessment for your child.

There is no charge for consulting with a CSHCN Coordinator, regardless of family income.



Who Do We Serve?

- Children birth to 18 years of age
 - ... who have, or are at risk of having, a serious physical, developmental, behavioral, or emotional condition;
 -who require health and related services of a type and amount beyond what is generally required;
 - ...who are residents of Washington State.
- Youth ages 18 and older can get helpful information to make the transition to adult health care.
- Families are provided with information about resources for their child.